

# Enterprise Incident Report December 2012

As of 1/2/2013

## Environmental Quality

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Environmental Quality	Application Services	Danielle Hood	0 0	3 0	0 0	3 0
		Dustin Crump	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Paul Lundell	0 0	1 1	1 0	2 1
		Tony Larsen	0 0	2 1	0 0	2 1
		<b>Assigned to Individual Total</b>	0 0	8 3	1 0	9 3
	Enterprise Security	Dan Cook	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	8 8	0 0	8 8
		Eileen Dubach	0 0	1 1	0 0	1 1
		Julie VanBeekum	0 0	2 2	0 0	2 2

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			High	Low	Medium	FCR Total
Environmental Quality	Help Desk	Vicky Marrelli	0	5	0	5
			0	4	0	4
		<b>Assigned to Individual Total</b>	0	16	0	16
			0	15	0	15
	Metro A Help Desk	Liz Evans	0	1	0	1
			0	1	0	1
		<b>Assigned to Individual Total</b>	0	1	0	1
			0	1	0	1
	Metro B Desktop Support	Austin Farey	0	1	0	1
			0	0	0	0
		Bill Crowther	0	28	1	29
			0	0	0	0
		Cindy Reed	0	1	0	1
			0	0	0	0
		Jay Locker	1	1	0	2
			0	0	0	0
		Matthew Blunk	0	1	0	1
			0	0	0	0
		Mike Wilde	0	8	0	8
			0	0	0	0
		Peter Musser	0	6	0	6
			0	0	0	0
		Sean Chadbourne	0	6	0	6
			0	0	0	0
		Stephanie Young	0	8	0	8
			0	0	0	0
		Tyler Pearce	0	8	0	8
			0	0	0	0

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## Environmental Quality

			High	Low	Medium	FCR Total
Environmental Quality	Metro B Desktop Support	Assigned to Individual Total	1	68	1	70
			0	0	0	0
	Metro B Help Desk	Gary Graham	0	6	0	6
			0	4	0	4
		Todd Manning	0	17	0	17
			0	15	0	15
		Val Shepherd	0	6	0	6
			0	2	0	2
		Assigned to Individual Total	0	29	0	29
			0	21	0	21
	Metro B Hosting	James Gramse	0	1	0	1
			0	1	0	1
		Paul Seager	0	1	1	2
			0	0	0	0
		Assigned to Individual Total	0	2	1	3
			0	1	0	1
	Salt Lake Data Center Operations	Kristi Behunin	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Strategic Communications	Luis Larios	0	5	0	5
			0	0	0	0
		Assigned to Individual Total	0	5	0	5
			0	0	0	0
	Technical Lead/Project Manager	Danielle Hood	0	1	0	1
			0	0	0	0
		Martin Gonzalez	0	2	0	2
			0	2	0	2

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			High	Low	Medium	FCR Total	
Environmental Quality	Technical Lead/Project Manager	Assigned to Individual Total	0 0	3 2	0 0	3 2	
	Voice Operations	Gail Christiansen	0 0	3 0	0 0	3 0	
		James Gifford	0 0	1 0	0 0	1 0	
		Kelly Johnson	0 0	2 0	0 0	2 0	
		Leon Owen	0 0	1 0	0 0	1 0	
		Romanza Hamblin Sorensen	0 0	3 3	0 0	3 3	
		Assigned to Individual Total	0 0	10 3	0 0	10 3	
	Voice/Data/WAN Services	Mark Thomas	0 0	1 0	0 0	1 0	
		Assigned to Individual Total	0 0	1 0	0 0	1 0	
		Assigned Group Total		1 0	145 46	3 0	149 46
	Customer Company Total			1 0	145 46	3 0	149 46

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## Environmental Quality

### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Environmental Quality	Application Services	Danielle Hood	0 0	3 2	0 0	3 2
		Dustin Crump	0 0	1 1	0 0	1 1
		Martin Gonzalez	0 0	1 0	0 0	1 0
		Paul Lundell	0 0	1 0	1 1	2 1
		Tony Larsen	0 0	2 1	0 0	2 1
		<b>Assigned to Individual Total</b>	0 0	8 4	1 1	9 5
	Enterprise Security	Dan Cook	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	0 0	1 1	0 0	1 1
	Help Desk	Brenda Treadway	0 0	8 0	0 0	8 0
		Eileen Dubach	0 0	1 0	0 0	1 0
		Julie VanBeekum	0 0	2 0	0 0	2 0

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## Environmental Quality

			High	Low	Medium	MIR Total
Environmental Quality	Help Desk	Vicky Marrelli	0 0	5 0	0 0	5 0
		<b>Assigned to Individual Total</b>	0 0	16 0	0 0	16 0
	Metro A Help Desk	Liz Evans	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Metro B Desktop Support	Austin Farey	0 0	1 0	0 0	1 0
		Bill Crowther	0 0	28 0	1 0	29 0
		Cindy Reed	0 0	1 0	0 0	1 0
		Jay Locker	1 0	1 1	0 0	2 1
		Matthew Blunk	0 0	1 0	0 0	1 0
		Mike Wilde	0 0	8 1	0 0	8 1
		Peter Musser	0 0	6 0	0 0	6 0
		Sean Chadbourne	0 0	6 1	0 0	6 1
		Stephanie Young	0 0	8 0	0 0	8 0
		Tyler Pearce	0 0	8 1	0 0	8 1

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## Environmental Quality

			High	Low	Medium	MIR Total
Environmental Quality	Metro B Desktop Support	<b>Assigned to Individual Total</b>	1	68	1	70
			0	4	0	4
	Metro B Help Desk	Gary Graham	0	6	0	6
			0	0	0	0
		Todd Manning	0	17	0	17
			0	0	0	0
		Val Shepherd	0	6	0	6
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	29	0	29
			0	0	0	0
	Metro B Hosting	James Gramse	0	1	0	1
			0	0	0	0
		Paul Seager	0	1	1	2
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	2	1	3
			0	0	0	0
	Salt Lake Data Center Operations	Kristi Behunin	0	1	0	1
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	1	0	1
			0	0	0	0
	Strategic Communications	Luis Larios	0	5	0	5
			0	1	0	1
		<b>Assigned to Individual Total</b>	0	5	0	5
			0	1	0	1
	Technical Lead/Project Manager	Danielle Hood	0	1	0	1
			0	0	0	0
		Martin Gonzalez	0	2	0	2
			0	1	0	1

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## Environmental Quality

			High	Low	Medium	MIR Total	
Environmental Quality	Technical Lead/Project Manager	Assigned to Individual Total	0 0	3 1	0 0	3 1	
	Voice Operations	Gail Christiansen	0 0	3 0	0 0	3 0	
		James Gifford	0 0	1 0	0 0	1 0	
		Kelly Johnson	0 0	2 0	0 0	2 0	
		Leon Owen	0 0	1 0	0 0	1 0	
		Romanza Hamblin Sorensen	0 0	3 0	0 0	3 0	
		Assigned to Individual Total	0 0	10 0	0 0	10 0	
	Voice/Data/WAN Services	Mark Thomas	0 0	1 0	0 0	1 0	
		Assigned to Individual Total	0 0	1 0	0 0	1 0	
		Assigned Group Total		1 0	145 11	3 1	149 12
	Customer Company Total			1 0	145 11	3 1	149 12



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## Environmental Quality

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .  
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and  
Critical within 30 clock hour minutes.  
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Environmental Quality	Application Services	Danielle Hood	0 0.00	3 29.17	0 0.00	3 29.17
		Dustin Crump	0 0.00	1 23.78	0 0.00	1 23.78
		Martin Gonzalez	0 0.00	1 0.87	0 0.00	1 0.87
		Paul Lundell	0 0.00	1 0.02	1 36.19	2 18.11
		Tony Larsen	0 0.00	2 0.60	0 0.00	2 0.60
		<b>Assigned to Individual Total</b>	0 0.00	8 14.17	1 36.19	9 16.62
	Enterprise Security	Dan Cook	0 0.00	1 63.00	0 0.00	1 63.00
		<b>Assigned to Individual Total</b>	0 0.00	1 63.00	0 0.00	1 63.00
	Help Desk	Brenda Treadway	0 0.00	8 0.05	0 0.00	8 0.05
		Eileen Dubach	0 0.00	1 0.00	0 0.00	1 0.00

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## Environmental Quality

			High	Low	Medium	ATTIR Total
Environmental Quality	Help Desk	Julie VanBeekum	0 0.00	2 0.41	0 0.00	2 0.41
		Vicky Marrelli	0 0.00	5 0.07	0 0.00	5 0.07
		<b>Assigned to Individual Total</b>	0 0.00	16 0.10	0 0.00	16 0.10
	Metro A Help Desk	Liz Evans	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	0 0.00	1 0.00
	Metro B Desktop Support	Austin Farey	0 0.00	1 0.62	0 0.00	1 0.62
		Bill Crowther	0 0.00	28 0.24	1 0.18	29 0.24
		Cindy Reed	0 0.00	1 0.19	0 0.00	1 0.19
		Jay Locker	1 0.65	1 1.09	0 0.00	2 0.87
		Matthew Blunk	0 0.00	1 0.00	0 0.00	1 0.00
		Mike Wilde	0 0.00	8 0.45	0 0.00	8 0.45
		Peter Musser	0 0.00	6 0.18	0 0.00	6 0.18
		Sean Chadbourne	0 0.00	6 10.28	0 0.00	6 10.28
		Stephanie Young	0 0.00	8 0.24	0 0.00	8 0.24

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			High	Low	Medium	ATTIR Total
Environmental Quality	Metro B Desktop Support	Tyler Pearce	0 0.00	8 0.41	0 0.00	8 0.41
		<b>Assigned to Individual Total</b>	1 0.65	68 1.18	1 0.18	70 1.16
	Metro B Help Desk	Gary Graham	0 0.00	6 0.12	0 0.00	6 0.12
		Todd Manning	0 0.00	17 0.06	0 0.00	17 0.06
		Val Shepherd	0 0.00	6 0.42	0 0.00	6 0.42
		<b>Assigned to Individual Total</b>	0 0.00	29 0.15	0 0.00	29 0.15
	Metro B Hosting	James Gramse	0 0.00	1 0.13	0 0.00	1 0.13
		Paul Seager	0 0.00	1 0.55	1 0.00	2 0.28
		<b>Assigned to Individual Total</b>	0 0.00	2 0.34	1 0.00	3 0.23
	Salt Lake Data Center Operations	Kristi Behunin	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	0 0.00	1 0.00
	Strategic Communications	Luis Larios	0 0.00	5 0.90	0 0.00	5 0.90
		<b>Assigned to Individual Total</b>	0 0.00	5 0.90	0 0.00	5 0.90
	Technical Lead/Project Manager	Danielle Hood	0 0.00	1 0.04	0 0.00	1 0.04

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## Environmental Quality

			High	Low	Medium	ATTIR Total
Environmental Quality	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	2 55.51	0 0.00	2 55.51
		Assigned to Individual Total	0 0.00	3 37.02	0 0.00	3 37.02
	Voice Operations	Gail Christiansen	0 0.00	3 0.13	0 0.00	3 0.13
		James Gifford	0 0.00	1 0.10	0 0.00	1 0.10
		Kelly Johnson	0 0.00	2 0.26	0 0.00	2 0.26
		Leon Owen	0 0.00	1 0.19	0 0.00	1 0.19
		Romanza Hamblin Sorensen	0 0.00	3 0.37	0 0.00	3 0.37
		Assigned to Individual Total	0 0.00	10 0.23	0 0.00	10 0.23
	Voice/Data/WAN Services	Mark Thomas	0 0.00	1 0.25	0 0.00	1 0.25
		Assigned to Individual Total	0 0.00	1 0.25	0 0.00	1 0.25
	Assigned Group Total		1 0.65	145 2.63	3 12.12	149 2.81
Customer Company Total			1 0.65	145 2.63	3 12.12	149 2.81

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## Environmental Quality

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Environmental Quality	Application Services	Danielle Hood	0 0	3 3	0 0	3 3
		Dustin Crump	0 0	1 1	0 0	1 1
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Paul Lundell	0 0	1 0	1 1	2 1
		Tony Larsen	0 0	2 1	0 0	2 1
		<b>Assigned to Individual Total</b>	0 0	8 6	1 1	9 7
	Enterprise Security	Dan Cook	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	0 0	1 1	0 0	1 1
	Help Desk	Brenda Treadway	0 0	8 0	0 0	8 0
		Eileen Dubach	0 0	1 0	0 0	1 0
		Julie VanBeekum	0 0	2 0	0 0	2 0

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## Environmental Quality

			High	Low	Medium	MR Total
Environmental Quality	Help Desk	Vicky Marrelli	0 0	5 0	0 0	5 0
		<b>Assigned to Individual Total</b>	0 0	16 0	0 0	16 0
	Metro A Help Desk	Liz Evans	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Metro B Desktop Support	Austin Farey	0 0	1 0	0 0	1 0
		Bill Crowther	0 0	28 0	1 0	29 0
		Cindy Reed	0 0	1 0	0 0	1 0
		Jay Locker	1 0	1 0	0 0	2 0
		Matthew Blunk	0 0	1 0	0 0	1 0
		Mike Wilde	0 0	8 0	0 0	8 0
		Peter Musser	0 0	6 0	0 0	6 0
		Sean Chadbourne	0 0	6 1	0 0	6 1
		Stephanie Young	0 0	8 0	0 0	8 0
		Tyler Pearce	0 0	8 0	0 0	8 0

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			High	Low	Medium	MR Total
Environmental Quality	Metro B Desktop Support	<b>Assigned to Individual Total</b>	1	68	1	70
			0	1	0	1
	Metro B Help Desk	Gary Graham	0	6	0	6
			0	0	0	0
		Todd Manning	0	17	0	17
			0	0	0	0
		Val Shepherd	0	6	0	6
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	29	0	29
			0	0	0	0
	Metro B Hosting	James Gramse	0	1	0	1
			0	0	0	0
		Paul Seager	0	1	1	2
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	2	1	3
			0	0	0	0
	Salt Lake Data Center Operations	Kristi Behunin	0	1	0	1
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	1	0	1
			0	0	0	0
	Strategic Communications	Luis Larios	0	5	0	5
			0	2	0	2
		<b>Assigned to Individual Total</b>	0	5	0	5
			0	2	0	2
	Technical Lead/Project Manager	Danielle Hood	0	1	0	1
			0	0	0	0
		Martin Gonzalez	0	2	0	2
			0	1	0	1

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			High	Low	Medium	MR Total	
Environmental Quality	Technical Lead/Project Manager	Assigned to Individual Total	0 0	3 1	0 0	3 1	
	Voice Operations	Gail Christiansen	0 0	3 0	0 0	3 0	
		James Gifford	0 0	1 0	0 0	1 0	
		Kelly Johnson	0 0	2 0	0 0	2 0	
		Leon Owen	0 0	1 0	0 0	1 0	
		Romanza Hamblin Sorensen	0 0	3 0	0 0	3 0	
		Assigned to Individual Total	0 0	10 0	0 0	10 0	
	Voice/Data/WAN Services	Mark Thomas	0 0	1 0	0 0	1 0	
		Assigned to Individual Total	0 0	1 0	0 0	1 0	
	Assigned Group Total		1 0	145 11	3 1	149 12	
	Customer Company Total			1 0	145 11	3 1	149 12



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## Environmental Quality

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Environmental Quality	Application Services	Danielle Hood	0 0.00	3 48.72	0 0.00	3 48.72
		Dustin Crump	0 0.00	1 23.78	0 0.00	1 23.78
		Martin Gonzalez	0 0.00	1 116.34	0 0.00	1 116.34
		Paul Lundell	0 0.00	1 0.26	1 36.19	2 18.23
		Tony Larsen	0 0.00	2 7.60	0 0.00	2 7.60
		<b>Assigned to Individual Total</b>	0 0.00	8 37.72	1 36.19	9 37.55
	Enterprise Security	Dan Cook	0 0.00	1 63.00	0 0.00	1 63.00
		<b>Assigned to Individual Total</b>	0 0.00	1 63.00	0 0.00	1 63.00
	Help Desk	Brenda Treadway	0 0.00	8 0.13	0 0.00	8 0.13
		Eileen Dubach	0 0.00	1 0.00	0 0.00	1 0.00

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			High	Low	Medium	ATTR Total
Environmental Quality	Help Desk	Julie VanBeekum	0 0.00	2 0.49	0 0.00	2 0.49
		Vicky Marrelli	0 0.00	5 0.09	0 0.00	5 0.09
		<b>Assigned to Individual Total</b>	0 0.00	16 0.15	0 0.00	16 0.15
	Metro A Help Desk	Liz Evans	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	0 0.00	1 0.00
	Metro B Desktop Support	Austin Farey	0 0.00	1 0.62	0 0.00	1 0.62
		Bill Crowther	0 0.00	28 0.55	1 0.42	29 0.54
		Cindy Reed	0 0.00	1 0.19	0 0.00	1 0.19
		Jay Locker	1 0.81	1 1.09	0 0.00	2 0.95
		Matthew Blunk	0 0.00	1 0.19	0 0.00	1 0.19
		Mike Wilde	0 0.00	8 0.69	0 0.00	8 0.69
		Peter Musser	0 0.00	6 0.38	0 0.00	6 0.38
		Sean Chadbourne	0 0.00	6 10.70	0 0.00	6 10.70
		Stephanie Young	0 0.00	8 0.56	0 0.00	8 0.56

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			High	Low	Medium	ATTR Total
Environmental Quality	Metro B Desktop Support	Tyler Pearce	0 0.00	8 0.50	0 0.00	8 0.50
		<b>Assigned to Individual Total</b>	1 0.81	68 1.47	1 0.42	70 1.44
	Metro B Help Desk	Gary Graham	0 0.00	6 0.12	0 0.00	6 0.12
		Todd Manning	0 0.00	17 0.07	0 0.00	17 0.07
		Val Shepherd	0 0.00	6 0.80	0 0.00	6 0.80
		<b>Assigned to Individual Total</b>	0 0.00	29 0.23	0 0.00	29 0.23
	Metro B Hosting	James Gramse	0 0.00	1 0.44	0 0.00	1 0.44
		Paul Seager	0 0.00	1 1.30	1 0.00	2 0.65
		<b>Assigned to Individual Total</b>	0 0.00	2 0.87	1 0.00	3 0.58
	Salt Lake Data Center Operations	Kristi Behunin	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	0 0.00	1 0.00
	Strategic Communications	Luis Larios	0 0.00	5 5.38	0 0.00	5 5.38
		<b>Assigned to Individual Total</b>	0 0.00	5 5.38	0 0.00	5 5.38
	Technical Lead/Project Manager	Danielle Hood	0 0.00	1 0.05	0 0.00	1 0.05

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			High	Low	Medium	ATTR Total
Environmental Quality	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	2 56.20	0 0.00	2 56.20
		Assigned to Individual Total	0 0.00	3 37.48	0 0.00	3 37.48
	Voice Operations	Gail Christiansen	0 0.00	3 0.13	0 0.00	3 0.13
		James Gifford	0 0.00	1 0.37	0 0.00	1 0.37
		Kelly Johnson	0 0.00	2 0.61	0 0.00	2 0.61
		Leon Owen	0 0.00	1 0.19	0 0.00	1 0.19
		Romanza Hamblin Sorensen	0 0.00	3 1.31	0 0.00	3 1.31
		Assigned to Individual Total	0 0.00	10 0.61	0 0.00	10 0.61
	Voice/Data/WAN Services	Mark Thomas	0 0.00	1 0.25	0 0.00	1 0.25
		Assigned to Individual Total	0 0.00	1 0.25	0 0.00	1 0.25
	Assigned Group Total		1 0.81	145 4.32	3 12.20	149 4.46
Customer Company Total			1 0.81	145 4.32	3 12.20	149 4.46

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## Environmental Quality

## Detail

<b>INC000000593881</b>	Loren Morton	None	None	Gmail		TIR Missed: Yes	1.19
	Application Services	Tony Larsen	Environmental Quality	Low	Closed	TTR Missed: Yes	15.20
<b>INC000000607897</b>	Dan Griffin	Application	None	Gmail		TIR Missed: No	0.02
	Application Services	Paul Lundell	Environmental Quality	Low	Closed	TTR Missed: No	0.26
<b>INC000000609156</b>	Diane Hernandez	None	None	Gmail		TIR Missed: No	0.04
	Technical Lead/Project Manager	Danielle Hood	Environmental Quality	Low	Closed	TTR Missed: No	0.05
<b>INC000000611262</b>	Stacy Carroll	Application	Error	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Martin Gonzalez	Environmental Quality	Low	Resolved	TTR Missed: No	1.38
<b>INC000000613403</b>	Michael Moss	None	None	Gmail		TIR Missed: No	0.20
	Application Services	Danielle Hood	Environmental Quality	Low	Closed	TTR Missed: Yes	58.76
<b>INC000000613622</b>	Don Verbica	Application	Error	Gmail		TIR Missed: Yes	59.45
	Metro B Desktop Support	Sean Chadbourne	Environmental Quality	Low	Closed	TTR Missed: Yes	59.54
<b>INC000000616768</b>	David McCleary	None	None	Gmail		TIR Missed: Yes	63.00
	Enterprise Security	Dan Cook	Environmental Quality	Low	Closed	TTR Missed: Yes	63.00
<b>INC000000616880</b>	Roy Vanos	Application	Password	Gmail		TIR Missed: Yes	44.09
	Application Services	Danielle Hood	Environmental Quality	Low	Closed	TTR Missed: Yes	44.09
<b>INC000000618358</b>	Britney Lovato	None	None	Adobe Acrobat		TIR Missed: No	0.27
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.35
<b>INC000000618493</b>	Britney Lovato	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Environmental Quality	Low	Closed	TTR Missed: No	0.00
<b>INC000000618530</b>	Rick Page	PC/Laptop	Error	None		TIR Missed: No	0.40
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	1.26
<b>INC000000618657</b>	Debbie Oberndorfer	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Closed	TTR Missed: No	
<b>INC000000618956</b>	Melissa Copfer	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.32
<b>INC000000619002</b>	Connie Nakahara	None	None	None		TIR Missed: No	0.13
	Metro B Desktop Support	Sean Chadbourne	Environmental Quality	Low	Closed	TTR Missed: No	1.23
<b>INC000000619121</b>	Therron Blatter	Application	None	Adobe Acrobat		TIR Missed: No	0.59
	Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Closed	TTR Missed: No	0.60
<b>INC000000619141</b>	Helge Gabert	Application	Error	ZENworks for Desktops		TIR Missed: No	0.58
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	1.14

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## Environmental Quality

<b>INC000000619307</b>	Brock Lebaron	Mobile Devices	Error	None		TIR Missed: Yes	43.21
	Application Services	Danielle Hood	Environmental Quality	Low	Closed	TTR Missed: Yes	43.31
<b>INC000000619681</b>	Paula English	Application	Error	None		TIR Missed: No	0.92
	Metro B Desktop Support	Sean Chadbourne	Environmental Quality	Low	Closed	TTR Missed: No	1.74
<b>INC000000619687</b>	Jason Wilde	Application	None	Gmail		TIR Missed: No	0.87
	Application Services	Martin Gonzalez	Environmental Quality	Low	Resolved	TTR Missed: Yes	116.34
<b>INC000000619702</b>	Janet Lee	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Environmental Quality	Low	Closed	TTR Missed: No	0.00
<b>INC000000619937</b>	Deborah Ng	None	None	None		TIR Missed: No	0.88
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.88
<b>INC000000619942</b>	Don Verbica	None	None	Gmail		TIR Missed: No	0.82
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	1.17
<b>INC000000619983</b>	William Damery	Application	None	Gmail		TIR Missed: No	0.00
	Application Services	Tony Larsen	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
<b>INC000000620016</b>	Debbie Oberndorfer	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Closed	TTR Missed: No	
<b>INC000000620041</b>	Robert Ford	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Environmental Quality	Low	Closed	TTR Missed: No	0.00
<b>INC000000620094</b>	Britney Lovato	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Environmental Quality	Low	Closed	TTR Missed: No	0.00
<b>INC000000620120</b>	Ilene Staker	Application	Error	None		TIR Missed: No	0.55
	Metro B Desktop Support	Sean Chadbourne	Environmental Quality	Low	Closed	TTR Missed: No	0.55
<b>INC000000620186</b>	Mat Carlile	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.46
	Metro B Desktop Support	Sean Chadbourne	Environmental Quality	Low	Closed	TTR Missed: No	0.46
<b>INC000000620223</b>	Harry D Campbell	PC/Laptop	Hardware	None		TIR Missed: No	0.40
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.40
<b>INC000000620466</b>	Paula English	Application	None	Gmail		TIR Missed: Yes	111.01
	Technical Lead/Project Manager	Martin Gonzalez	Environmental Quality	Low	Resolved	TTR Missed: Yes	111.01
<b>INC000000620549</b>	Candace Cady	Telecom	Call/Receive	Telephone		TIR Missed: No	0.16
	Voice Operations	Romanza Hamblin Sorensen	Environmental Quality	Low	Closed	TTR Missed: No	0.21
<b>INC000000620550</b>	Morgan Atkinson	None	None	None		TIR Missed: No	0.07
	Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Closed	TTR Missed: No	0.07
<b>INC000000620788</b>	Harry D Campbell	PC/Laptop	Hardware	None		TIR Missed: No	0.32
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.33

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## Environmental Quality

<b>INC000000620805</b>	Judy Etherington	PC/Laptop	Hardware	None		TIR Missed: No	0.17
	Metro B Desktop Support	Sean Chadbourne	Environmental Quality	Low	Closed	TTR Missed: No	0.66
<b>INC000000620936</b>	Don Verbica	None	None	None		TIR Missed: No	0.17
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.17
<b>INC000000620953</b>	Patrick Barickman	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Environmental Quality	Low	Closed	TTR Missed: No	0.00
<b>INC000000621036</b>	Loren Morton	Application	Error	Gmail		TIR Missed: Yes	36.19
	Application Services	Paul Lundell	Environmental Quality	Medium	Closed	TTR Missed: Yes	36.19
<b>INC000000621037</b>	Jeri P Olsen	None	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.00
<b>INC000000621090</b>	Jalynn Knudsen	Telecom	Call/Receive	Telephone		TIR Missed: No	0.10
	Voice Operations	James Gifford	Environmental Quality	Low	Closed	TTR Missed: No	0.37
<b>INC000000621203</b>	Melissa Copfer	None	None	None		TIR Missed: No	0.34
	Help Desk	Vicky Marrelli	Environmental Quality	Low	Closed	TTR Missed: No	0.44
<b>INC000000621278</b>	Melissa Copfer	EIS Hardware	Printer	None		TIR Missed: No	0.34
	Strategic Communications	Luis Larios	Environmental Quality	Low	Closed	TTR Missed: No	5.65
<b>INC000000621454</b>	Britney Lovato	Application	Password	Utah Master Directory		TIR Missed: No	0.12
	Help Desk	Julie VanBeekum	Environmental Quality	Low	Closed	TTR Missed: No	0.25
<b>INC000000621482</b>	Kim Viehweg	Application	Error	ArcGIS Server Applications		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Environmental Quality	Low	Closed	TTR Missed: No	0.00
<b>INC000000621520</b>	Marsha Case	PC/Laptop	Error	None		TIR Missed: No	0.14
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.20
<b>INC000000621521</b>	Marsha Case	None	None	None		TIR Missed: No	0.17
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.17
<b>INC000000621959</b>	John Oakeson	Application	None	None		TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Environmental Quality	Medium	Closed	TTR Missed: No	0.00
<b>INC000000621964</b>	Judy Etherington	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Matthew Blunk	Environmental Quality	Low	Closed	TTR Missed: No	0.19
<b>INC000000621978</b>	John Kennington	Application	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Closed	TTR Missed: No	0.00
<b>INC000000621983</b>	Tammy North	Application	Error	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Environmental Quality	Low	Closed	TTR Missed: No	0.00
<b>INC000000622147</b>	Ilene Staker	Application	Error	None		TIR Missed: No	0.16
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Closed	TTR Missed: No	0.16

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## Environmental Quality

<b>INC000000622195</b>	Nagendra Dev	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Environmental Quality	Low	Closed	TTR Missed: No	0.00
<b>INC000000622224</b>	Harold Sandbeck	Application	Reporting	Gmail	TIR Missed: No	0.93
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.94
<b>INC000000622378</b>	William Andes	Application	Error	Internet Explorer	TIR Missed: No	0.27
Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Resolved	TTR Missed: No	0.87
<b>INC000000622396</b>	Terry Montgomery	None	None	None	TIR Missed: No	0.10
Metro B Desktop Support	Mike Wilde	Environmental Quality	Low	Closed	TTR Missed: No	0.10
<b>INC000000622451</b>	Camron Harry	Application	Error	None	TIR Missed: No	0.28
Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed	TTR Missed: No	0.28
<b>INC000000622480</b>	Allan Moore	Wireless Connectivity	Error	None	TIR Missed: No	0.08
Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Closed	TTR Missed: No	0.08
<b>INC000000622603</b>	Dan Griffin	Application	None	Gmail	TIR Missed: No	0.69
Help Desk	Julie VanBeekum	Environmental Quality	Low	Closed	TTR Missed: No	0.72
<b>INC000000622674</b>	Mark Hansen	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.00
<b>INC000000622808</b>	Paula English	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Environmental Quality	Low	Closed	TTR Missed: No	0.00
<b>INC000000622887</b>	Dan Griffin	Application	None	None	TIR Missed: No	0.02
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	1.49
<b>INC000000622924</b>	Roy Vanos	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.24
Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed	TTR Missed: No	0.61
<b>INC000000623027</b>	Thomas Ball	None	None	Gmail	TIR Missed: Yes	23.78
Application Services	Dustin Crump	Environmental Quality	Low	Closed	TTR Missed: Yes	23.78
<b>INC000000623092</b>	Linda Matulich	Application	None	None	TIR Missed: No	0.21
Metro B Help Desk	Todd Manning	Environmental Quality	Low	Closed	TTR Missed: No	0.21
<b>INC000000623112</b>	Kiera Harper	Application	Reporting	ArcGIS Server Applications	TIR Missed: No	0.18
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.18
<b>INC000000623115</b>	Edward Hickey	Network	Incident	None	TIR Missed: No	0.15
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.15
<b>INC000000623133</b>	Gregory Mortensen	Application	Reporting	Avaya IP Softphone	TIR Missed: No	0.84
Voice Operations	Romanza Hamblin Sorensen	Environmental Quality	Low	Closed	TTR Missed: No	2.11
<b>INC000000623225</b>	Dave Edwards	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Environmental Quality	Low	Closed	TTR Missed: No	0.00



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## Environmental Quality

<b>INC000000623282</b>	Valerie Warr	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low Closed	TTR Missed: No	0.00
<b>INC000000623297</b>	Michael D Allred	None	None	None	TIR Missed: No	0.11
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	0.11
<b>INC000000623311</b>	Loren Morton	Remote Connectivity	Password	None	TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	0.05
<b>INC000000623425</b>	Scott Hopkins	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	0.00
<b>INC000000623452</b>	Michael Zucker	PC/Laptop	Error	None	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Environmental Quality	Low Closed	TTR Missed: No	0.00
<b>INC000000623531</b>	Sharon Anderson	None	None	None	TIR Missed: No	0.15
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	1.21
<b>INC000000623532</b>	Neil Taylor	None	None	None	TIR Missed: No	0.12
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	1.21
<b>INC000000623536</b>	Mark Jensen	Application	Error	Oracle 8 Enterprise Edition	TIR Missed: No	0.18
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Medium Closed	TTR Missed: No	0.42
<b>INC000000623739</b>	Marsha Case	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.42
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low Closed	TTR Missed: No	0.42
<b>INC000000623748</b>	Jordan Morriss	Application	Password	Utah Master Directory	TIR Missed: No	0.14
	Help Desk	Brenda Treadway	Environmental Quality	Low Closed	TTR Missed: No	0.58
<b>INC000000623809</b>	Michael Zucker	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low Closed	TTR Missed: No	0.00
<b>INC000000623816</b>	Lenora Sullivan	None	None	None	TIR Missed: No	0.13
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low Closed	TTR Missed: No	0.13
<b>INC000000623832</b>	Lisa Nelson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low Closed	TTR Missed: No	0.00
<b>INC000000624117</b>	Harold Sandbeck	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.31
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low Closed	TTR Missed: No	0.31
<b>INC000000624185</b>	Michael D Allred	PC/Laptop	Error	None	TIR Missed: No	0.19
	Metro B Desktop Support	Cindy Reed	Environmental Quality	Low Closed	TTR Missed: No	0.19
<b>INC000000624219</b>	Rebecca Troutman	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Environmental Quality	Low Closed	TTR Missed: No	0.00
<b>INC000000624278</b>	Harold Sandbeck	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	0.45
	Strategic Communications	Luis Larios	Environmental Quality	Low Closed	TTR Missed: Yes	7.39

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## Environmental Quality

<b>INC000000624279</b>	Candace Cady	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Environmental Quality	Low	Closed	TTR Missed: No	0.00
<b>INC000000624352</b>	Matthew Garn	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Environmental Quality	Low	Closed	TTR Missed: No	0.00
<b>INC000000624473</b>	Paul Mcconkie	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Environmental Quality	Low	Closed	TTR Missed: No	0.00
<b>INC000000624668</b>	Britney Lovato	Telecom	Voice Mail	Telephone		TIR Missed: No	0.05
	Voice Operations	Kelly Johnson	Environmental Quality	Low	Closed	TTR Missed: No	0.74
<b>INC000000624876</b>	Judy Etherington	Application	Error	None		TIR Missed: No	0.44
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Resolved	TTR Missed: No	1.05
<b>INC000000624976</b>	Sharon Anderson	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	1.36
	Metro B Desktop Support	Mike Wilde	Environmental Quality	Low	Closed	TTR Missed: No	1.81
<b>INC000000625111</b>	Kim Viehweg	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Environmental Quality	Low	Closed	TTR Missed: No	0.00
<b>INC000000625140</b>	Emily Frary	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.00
<b>INC000000625179</b>	Kevin Hart	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Environmental Quality	Low	Closed	TTR Missed: No	0.00
<b>INC000000625339</b>	Michael Moss	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed: No	0.00
<b>INC000000625479</b>	Heather F Bobb	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Environmental Quality	Low	Closed	TTR Missed: No	0.00
<b>INC000000625481</b>	Michael Moss	Application	Error	None		TIR Missed: No	0.13
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Resolved	TTR Missed: No	0.13
<b>INC000000625538</b>	Randy Sargent	EIS Hardware	Printer	None		TIR Missed: No	0.19
	Strategic Communications	Luis Larios	Environmental Quality	Low	Closed	TTR Missed: No	2.47
<b>INC000000625840</b>	Matt Sullivan	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Environmental Quality	Low	Closed	TTR Missed: No	0.00
<b>INC000000625925</b>	William Damery	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Environmental Quality	Low	Closed	TTR Missed: No	0.00
<b>INC000000625938</b>	Faye Bell	Application	Error	None		TIR Missed: No	0.14
	Metro B Desktop Support	Mike Wilde	Environmental Quality	Low	Closed	TTR Missed: No	0.17
<b>INC000000625969</b>	Matt Sullivan	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed: No	0.00

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## Environmental Quality

<b>INC000000626015</b>	Samantha Record	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Environmental Quality	Low	Closed	TTR Missed: No	0.00
<b>INC000000626023</b>	Harold Sandbeck	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Strategic Communications	Luis Larios	Environmental Quality	Low	Closed	TTR Missed: No	5.19
<b>INC000000626041</b>	Jeff Studenka	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Environmental Quality	Low	Closed	TTR Missed: No	0.00
<b>INC000000626082</b>	Matt Sullivan	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Environmental Quality	Low	Closed	TTR Missed: No	0.00
<b>INC000000626127</b>	Rebecca Troutman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Environmental Quality	Low	Closed	TTR Missed: No	0.00
<b>INC000000626132</b>	Rick Page	Network	Incident	None		TIR Missed: No	0.41
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.42
<b>INC000000626217</b>	Ilene Staker	Application	Error	Adobe Acrobat		TIR Missed: No	0.03
	Metro B Desktop Support	Mike Wilde	Environmental Quality	Low	Resolved	TTR Missed: No	0.23
<b>INC000000626251</b>	Matt Sullivan	PC/Laptop	Error	None		TIR Missed: No	0.26
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	1.37
<b>INC000000626480</b>	Heather Mickelson	None	None	None		TIR Missed: No	0.06
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.06
<b>INC000000626484</b>	Loren Morton	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Environmental Quality	Low	Closed	TTR Missed: No	0.00
<b>INC000000626772</b>	Samantha Record	PC/Laptop	Error	None		TIR Missed: No	0.19
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Resolved	TTR Missed: No	0.19
<b>INC000000626783</b>	Charles Bishop	None	None	None		TIR Missed: No	0.14
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Resolved	TTR Missed: No	0.56
<b>INC000000626847</b>	Steven Onysko	Application	Error	Microsoft Word		TIR Missed: No	0.18
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	1.56
<b>INC000000626856</b>	Robert Bowen	Application	Error	None		TIR Missed: No	0.07
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.95
<b>INC000000626900</b>	David Beatty	Network	Virus	None		TIR Missed: No	0.35
	Metro B Desktop Support	Mike Wilde	Environmental Quality	Low	Resolved	TTR Missed: No	1.27
<b>INC000000626988</b>	Patrick Barickman	Application	Error	CapNet		TIR Missed: No	0.72
	Metro B Desktop Support	Mike Wilde	Environmental Quality	Low	Resolved	TTR Missed: No	0.84
<b>INC000000627016</b>	Sonja Robinson	Telecom	Feature	Telephone		TIR Missed: No	0.47
	Voice Operations	Kelly Johnson	Environmental Quality	Low	Resolved	TTR Missed: No	0.47

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## Environmental Quality

<b>INC000000627168</b>	Boyd Imai	None	None	None		TIR Missed: No	0.13
	Metro B Hosting	James Gramse	Environmental Quality	Low	Resolved	TTR Missed: No	0.44
<b>INC000000627175</b>	Misty Tabor	Application	Error	Gmail		TIR Missed: No	0.82
	Metro B Help Desk	Todd Manning	Environmental Quality	Low	Resolved	TTR Missed: No	0.97
<b>INC000000627282</b>	Gwyn Galloway	Application	Error	Adobe Acrobat		TIR Missed: No	0.16
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.16
<b>INC000000627426</b>	Calah Seese	Telecom	Voice Mail	Telephone		TIR Missed: No	0.19
	Voice Operations	Leon Owen	Environmental Quality	Low	Resolved	TTR Missed: No	0.19
<b>INC000000627430</b>	Matthew Garn	None	None	None		TIR Missed: No	0.23
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.23
<b>INC000000627586</b>	David Hansen	Application	Reporting	Cisco AnyConnect VPN Client		TIR Missed: No	0.69
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	0.69
<b>INC000000627602</b>	Scott Hanks	Telecom	Voice Mail	Telephone		TIR Missed: No	0.22
	Voice Operations	Gail Christiansen	Environmental Quality	Low	Resolved	TTR Missed: No	0.22
<b>INC000000627607</b>	Melissa Copfer	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627888</b>	Jeanell Collings	Telecom	Hardware	Telephone		TIR Missed: No	0.25
	Voice/Data/WAN Services	Mark Thomas	Environmental Quality	Low	Resolved	TTR Missed: No	0.25
<b>INC000000627893</b>	Scott Hopkins	None	None	None		TIR Missed: No	0.62
	Metro B Desktop Support	Austin Farey	Environmental Quality	Low	Resolved	TTR Missed: No	0.62
<b>INC000000628009</b>	Samantha Record	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Resolved	TTR Missed: No	0.50
<b>INC000000628026</b>	Kim Dyches	Application	Reporting	Novell Client for 32-bit Windows		TIR Missed: No	0.42
	Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Resolved	TTR Missed: No	0.62
<b>INC000000628361</b>	Christopher Pennell	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628596</b>	Jennifer Yee	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	1.09
	Metro B Desktop Support	Jay Locker	Environmental Quality	Low	Resolved	TTR Missed: No	1.09
<b>INC000000628668</b>	Nagendra Dev	Mobile Devices	Error	None		TIR Missed: No	0.94
	Metro B Desktop Support	Mike Wilde	Environmental Quality	Low	Resolved	TTR Missed: No	1.14
<b>INC000000628723</b>	Jennifer Yee	EIS Hardware	Printer	None		TIR Missed: Yes	3.55
	Strategic Communications	Luis Larios	Environmental Quality	Low	Resolved	TTR Missed: Yes	6.21
<b>INC000000628976</b>	Deborah Ng	Application	Reporting	PGP		TIR Missed: Yes	1.53
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Resolved	TTR Missed: No	1.53

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## Environmental Quality

<b>INC000000629137</b>	Jeanell Collings	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.73
	Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Resolved	TTR Missed: No	1.45
<b>INC000000629228</b>	Gwyn Galloway	None	None	None		TIR Missed: No	0.00
	Salt Lake Data Center Operations	Kristi Behunin	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
<b>INC000000629376</b>	Hao Zhu	Application	Error	None		TIR Missed: No	0.71
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	1.46
<b>INC000000629458</b>	Patrick Barickman	None	None	None		TIR Missed: No	0.50
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	1.02
<b>INC000000629477</b>	Jeanell Collings	None	None	None		TIR Missed: No	0.14
	Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Resolved	TTR Missed: No	0.14
<b>INC000000629521</b>	Paul McConkie	Application	Password	Utah Master Directory		TIR Missed: No	0.25
	Help Desk	Brenda Treadway	Environmental Quality	Low	Resolved	TTR Missed: No	0.46
<b>INC000000629566</b>	Roy Baran	Application	Error	None		TIR Missed: No	0.57
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.66
<b>INC000000629730</b>	Samantha Record	Telecom	None	None		TIR Missed: No	0.00
	Voice Operations	Gail Christiansen	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
<b>INC000000629839</b>	Marsha Case	None	None	None		TIR Missed: No	0.24
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.56
<b>INC000000629924</b>	Debbie Oberndorfer	Application	Error	Gmail		TIR Missed: No	0.65
	Metro B Desktop Support	Jay Locker	Environmental Quality	High	Resolved	TTR Missed: No	0.81
<b>INC000000630197</b>	Michael George Jr	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
<b>INC000000630238</b>	John Hultquist	Telecom	Voice Mail	Telephone		TIR Missed: No	0.17
	Voice Operations	Gail Christiansen	Environmental Quality	Low	Resolved	TTR Missed: No	0.17
<b>INC000000630291</b>	Neil Taylor	Application	Error	None		TIR Missed: No	0.55
	Metro B Hosting	Paul Seager	Environmental Quality	Low	Resolved	TTR Missed: No	1.30
<b>INC000000630398</b>	Christopher Pennell	Telecom	Voice Mail	Telephone		TIR Missed: No	0.13
	Voice Operations	Romanza Hamblin Sorensen	Environmental Quality	Low	Resolved	TTR Missed: No	1.61